

COURT REPORTERS BOARD OF CALIFORNIA

2003 STRATEGIC PLAN

MISSION

The mission of the Court Reporters Board of California is to provide users of the judicial system access, consumer education, and consumer protection through regulating and testing of the qualifications, performance, and ethical behavior of certified shorthand reporters and entities regulated by the Board.

Our Consumers/Stakeholders:

LITIGANTS STUDENTS LICENSEES
SCHOOLS THE BAR THE BENCH
WITNESSES COURT ADMINISTRATORS
NON-LICENSED COURT REPORTING FIRMS
PRESS

As of June 2003, there are 7,928 active CA licensed court reporters.

The Board recognizes and respects the diverse needs of its consumers/stakeholders. This strategic plan was developed to better meet the needs of the individuals and groups we serve.

VISION STATEMENT

Our vision is for judicial system consumers to be free from concerns relating to the accuracy and timely delivery of transcripts. We are committed to maintaining the highest standards of excellence.

To this end the Board will:

1. Certify applicants' competence through rigorous and validated testing.
2. Undertake to compile and disseminate information about the profession.
3. Actively pursue its expanded authority to oversee court reporting schools.
4. Impartially investigate and promptly resolve violations of laws and regulations administered by the Board.
5. Aggressively assess changing technology and then integrate relevant changes into its regulatory program.

GOAL 1: ADMINISTER A MINIMUM LEVEL COMPETENCY TEST TO DETERMINE ENTRY

LEVEL ABILITIES, DISCIPLINE LICENSEES WHEN NECESSARY, AND REGULATE THE

MINIMUM CIRRICULUM WHICH COURT REPORTING SCHOOLS MUST OFFER.

OBJECTIVES:

✓License qualified applicants through the state CSR exam.

Measures:

Fiscal Year	2000/2001	2001/2002	2002/2003
Total # of Exam Applicants	493	523	454
% of Exam Applicants Passing	20.69%	34.61%	34.36%
Total # of Newly Licensed CSRs	102	181	156

✓Enforce compliance with state rules and regulations for court reporters.

Measures

Fiscal Year	2000/2001	2001/2002	2002/2003
Total # of Complaints Received	122	109	170
Total # of Complaints Closed	114	93	170
Total # of Cases Investigated	4	24	2
Total # of Formal Actions	24	24	10
Total # of Informal Actions	21	19	34

✓Certify Court Reporting schools and review them for compliance with rules and regulations.

Measures

Fiscal Year	2000/2001	2001/2002	2002/2003
Total # Court Reporting Schools Accredited	18	16	17
Total # of Student Complaints	*	6	3
Total # of Compliance Reviews	4	0	6
Total # of Corrective Actions	2	0	1

GOAL 2: CREATE AND MAINTAIN ON THE BOARDS WEBPAGE A COMPENDIUM OF RULES, REGULATIONS AND STATUTES, AND OTHER RELEVANT INDUSTRY DATA

OBJECTIVES:

✓On a quarterly basis, review and update relevant information.

GOAL 3: PURSUE ALTERNATE METHODOLOGY OF TESTING, INCLUDING COMPUTERIZED TESTING.

ONGOING ISSUES TO REVIEW

REGULATION OF UNLICENSED ENTITIES

CONTINUING COMPLIANCE WITH SUNSET REVIEW

CONTINUING EDUCATION OF LICENSEES

RESEARCH OF COURT REPORTING DEMOGRAPHICS/INDUSTRY NEEDS

PROFESSIONAL CODE OF CONDUCT